



Problem Resolution Report

CoSD Contract no. 537863

Standard PC and Laptop Early Refresh

HP/CoSD-107



Date: March 28, 2013

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on April 5, 2012 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for the addition of a Standard PC and Laptop Early Refresh Resource Unit Fee to the Agreement to provide a vehicle to represent the unamortized hardware costs of Standard PCs and Laptops that, due to County request for early replacement of hardware, are being taken out of service prior to reaching the scheduled refresh date.

Resolution:

1. A new service for Standard PC and Laptop Early Refresh is added to Section 4.4.3.2.8 of Schedule 4.3 of the Agreement as per the section below:

4.4.3.2.8 Standard PC and Laptop Early Refresh Services

In response to a Standard PC or Laptop early refresh request by the County, via an IMAR, the Contractor will install approved replacement hardware, as requested by the County for currently installed Standard PC's or Laptops that have not yet reached the scheduled refresh date.

The Early Refresh Services only apply to situations where a hardware Resource Unit is being replaced with a different hardware Resource Unit. Like for like refreshes are not provided under this service.

Hardware and Core Software that meet the current Contract Year standards for the replacement device, as called out in the Agreement, will be deployed as part of the refresh process, unless otherwise requested by the County.



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2. A new Section 20 describing the Standard PC and Laptop Early Refresh Resource Units is added to Schedule 16.1 Fees as per the section below:

20. Standard PC and Laptop Early Refresh:

This section pertains to the use of the Standard PC and Laptop Early Refresh Resource Units.

- The use of the Early Refresh Resource Units as called out in Section 4.4.3.2.8 Standard PC and Laptop Early Refresh Services shall apply to this section of 16.1.
 - The corresponding Resource Unit Fee shall be charged for any remaining month until the scheduled refresh date for each asset to be replaced, in accordance to the corresponding refresh cycle set forth in Sections 4.4.3.2.1 and 4.4.3.2.7 of Schedule 4.3.
No fees will be charged in the event the IMAR for the Early Refresh is submitted within six months of the scheduled refresh date for the asset.
 - The Contractor shall advise the County in writing as to the Standard PC and Laptop early refresh charges associated with the request prior to the refresh of the Standard PC or Laptop.
 - As the Resource Unit for both the Standard PC and Laptop is a per month rate, the Chargeback load will reflect the number of months the rate is to be applied in the volume column to yield the total one time early refresh charge for a given unit.
3. New Resource Unit Fees for the Standard PC and Laptop Early Refresh are also added to Schedule 16.1, Exhibit 16.1-5 as per Attachment 1 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall



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continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By:

John M. Pellegrino

Name:

JOHN M. PELLEGRINO

Title: Director Department of Purchasing
and Contracting

Date:

4/4/13

C. M. HUDSON

HP ENTERPRISE SERVICES, LLC

By:

Max Pinna

Name:

Max Pinna

Title: Contracts Manager

Date:

March 28, 2013

ATTACHMENT 1 TO PRR 107 - Standard PC and Laptops Early Refresh

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (10% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement methodology or cumulative use during month)	Depreciation Time Period (in Years)
Standard PC Early Refresh	Desktop Service - Personal Computing Services - Section 4.4	Device	Fixed monthly fee per unit	N/A	\$34	500	17,000	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Laptop Early Refresh	Desktop Service - Personal Computing Services - Section 4.4	Device	Fixed monthly fee per unit	N/A	\$47	500	23,500	N/A	N/A	N/A	N/A	N/A	Specific	N/A